

Vorsia

Adaptive Intelligent Automation

Work management, reimagined—from intake to outcome

EXECUTIVE SUMMARY

Modern work management solution built on the Microsoft Power Platform, enabling configurable low-code workflows to improve operational efficiency

KEY CAPABILITIES

-  Automated Case Intake
-  Dynamic Workflow Orchestration
-  Role-Based Access & Governance
-  Integrated Document Management
-  Real-Time Monitoring & Reporting
-  Exception Routing & Collaboration
-  Scalable Case Structures
-  Feedback & Quality Assurance
-  Enterprise-ready foundation for scalable automation



BUSINESS IMPACT

-  Faster time to market through low-code configuration and reusable workflow patterns
-  Reduced development and maintenance costs by minimizing custom code and IT dependency
-  Faster case resolution and reduced manual effort across operations
-  Improved compliance, transparency, and governance
-  Enterprise-ready foundation for scalable automation across business units

Key Product Features

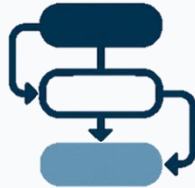
Automated Intake

Seamlessly captures requests from email, fax, scanned documents, and APIs, ensuring no case is lost.



Dynamic Workflows

Configurable rules guide cases through their lifecycle with automated approvals, escalations, and exception handling.



Governance

Role-based access ensures secure, auditable operations across Agent, Manager, and Auditor roles.



Initiation & Decomposition

Omni-Channel Capture

- **Automatic Initiation:** Cases created from mail, fax, API.
- **Proactive Scheduling:** Triggers for reviews.
- **Document Matching:** Files matched to pending cases.

Structuring & Data

- **Decomposition:** Parent-child structures.
- **Augmentation:** APIs fetch core system data.



Triage & Assignment

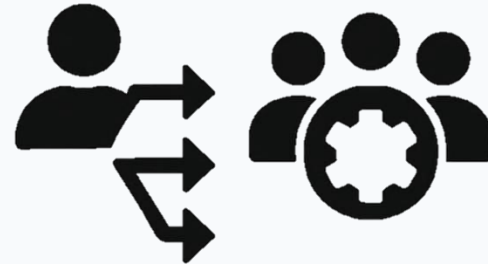
Intelligent Triage

- Cases are automatically assessed to determine urgency, complexity, and nature.
- Priority based on customer segment and impact.



Smart Assignment

- Work routed based on expertise, availability, and workload.
- Optimizes resource allocation.





Investigation & Analysis

- **Auto-Validation:** Data checks against rules/APIs.
- **Contextual Advice:** AI-driven insights for agents.
- **Pending Logic:** Auto-pend waiting for info.
- **Analysis:** System determines next steps.

Communication & Collaboration

- **Omni-Channel:** Secure email, letters, portals.
- **Notifications:** Alerts for deadlines/escalations.
- **Voice:** Outbound calling with logs.
- **Digital Auth:** Integrated e-signatures.



Closure, Review & Optimization

Verification

Mandatory checklists and customer satisfaction feedback.



Quality Assurance

Automated triggers for QA audits based on risk criteria.



Optimization

Forecasting tools predict volumes for proactive staffing.





Real-Time Performance Tracking

- **Auto-Validation:** Data checks against rules/APIs.
- **Contextual Advice:** AI-driven insights for agents.
- **Pending Logic:** Auto-pend waiting for info.
- **Analysis:** System determines next steps.

Seamless Ecosystem Integration

CRM Sync

Syncs case status to keep client-facing teams informed.



Document Management

Integrates with Alfresco for secure document storage.



Secure APIs

Azure API Management with enterprise level security controls.



Enterprise Data Lake Integration

Data Enrichment Loop

- **Case Enrichment:** Summaries fed back to case history.
- **360° Insight:** Builds a complete view of the customer journey.





Reporting with GenAI Copilot

Intelligent Insights

- **GenAI Copilot:** Natural language queries.
- **Dashboards:** Real-time visualization.
- **Ad-Hoc:** Custom exports (CSV, PDF).
- **Predictive:** Forecast future workloads.

Questions?

Thank you for your attention.